

2017 Forum Session Descriptions

Subject to Change

Monday, November 13

M01- Keep Your Agency Out of “Jeopardy”

Jennifer Mayton, – Chief of Staff, Department of Small Business and Supplier Diversity

Tracy Wiley – Director, Department of Small Business and Supplier Diversity

Come get your game on and win in the cutting-edge, pivotal questions this game asks surrounding Small, Women-owned, and Minority-owned (SWaM) certifications as well as key procurement trivia that makes a difference in your SWaM numbers. Throwing down the gauntlet; can you win? Come find out!

M02- Making the Most of Competitive Negotiations - Three Keys for Improving Outcomes!

Gregory L. Brown, CPPB, VCO – Procurement Management Account Executive, DGS/DPS

Barb Layman, CPPO, CPPB, VCM, VCO – Deputy Director, Policy, Consulting and Review Bureau, DGS/DPS

How many times have you reached the end of your RFP process and thought “If only I knew then what I know now!” What did you learn from that experience? Did you remember to focus on those lessons learned sooner rather than later during your next RFP? Join us for a lively, interactive discussion and maybe take a new tool back to the office!

M03- What Are Your Emails Really Communicating?

Jada Banks – Instructor, Community College Workforce Alliance

Email is a great tool, and we love how efficient it is. However, it’s important to be aware that how we communicate (grammar, tone, length of message, etc.) also sends a message to our colleagues and external stakeholders. In this interactive workshop learn how to use the 4 Cs of effective business writing, which apply to emails, reports, and formal letters, as well as social media. In addition, we’ll look at ways to use your writing to build relationships with others.

M04- Project Management for Procurement Professionals

Marcheta Gillespie, CPPO, CPPB, C.P.M. – Director of Procurement, City of Tucson

Whether you realize it or not, you utilize project management skills every day. The question is, how effective are you in providing those services to your clients and to your organization? Procurement can provide tremendous value to its clients by proper utilization of project management skills and disciplines. This session will focus on defining project management, discussing project management roles and responsibilities, sharing approaches to develop your program and lessons learned.

M05- Legal Impact of Communications

Keven Patchett – Senior Assistant Attorney General, Office of the Attorney General

Julie Whitlock – Senior Assistant Attorney General, Office of the Attorney General

Procurement and contracting involves a lot of communications, and these can have a legal impact. What you say, how you say it, and when you say it can be key, whether you are speaking to a “friendly” contractor or a contractor about to be terminated. But beyond that, communication to the “file” is also key, as is communication with your legal counsel. Come hear examples of communications and what their legal impact could be.

M06- Contract Crossword

Brix Driskill, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Matthew Fritzingler, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

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Tina M. Rodriguez, CPPB, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Do you know the state contracts? Come test your knowledge on our Contract Crossword Puzzle. This session will highlight underutilized contracts and address common contract usage errors on frequently used contracts through an engaging crossword puzzle format. You'll learn about contract enhancements such as contract summaries and ordering instructions and have an opportunity to suggest ideas for new statewide contracts. What's a three-letter word for this session beginning with the letter F? FUN!

M07- Contract Controversies – Creating Connections that Matter

Norma J. Hall, FNIGP, CPPO, CPPB, C.P.M. – Director of Procurement, S. Carolina Dept. of Transportation

If you are issuing contracts, you will experience contract controversies. How do you keep a cool head and help others keep their cool in the heat of the controversy? We will explore ways to channel energy into a positive direction to resolve the issue(s). This session will have situational exercises that participants will review and determine the best approach to resolving the contract controversy.

M08- eVA Update

Shane Caudill, PMP, VCA – Director, eProcurement Bureau, DPS/DGS

Get the 2017 Forum started off right! Come join us for a review of the evolution of eVA over the past year and get a preview of the exciting new things that are coming to eVA in the very near future.

M09- Public Procurement as a Profession; Why Bother?

Dianne Lancaster – Chief Learning Officer, NASPO

This session will be an interactive discussion of what it means to be a public procurement professional. Attendees will consider the attributes of a 'public procurement professional.' What are the key knowledge, skills and abilities that distinguishes one? What difference does it make for us to be 'public procurement professionals?' Does 'professionalism' affect the way we see ourselves or do our work? Does it affect the way our customers see us? How do we become professional? Where do we get it? What do we need to have? What resources are available to help us? The goal for the session is to encourage attendees to consider the nature of professionalism in public procurement work. Attendees will discuss some of the features and requirements of public procurement professionalism. They will get information about some resources available to help them, particularly from the National Association of State Procurement Officials (NASPO).

M10- RFP: Through the Supplier's Eyes

Betsy Hayes – Chief Procurement Officer, Materials Management Division, State of Minnesota

Justin Kaufman – Enterprise Contracts Council, Office of State Procurement, State of Minnesota

Pete Stamps, CPPO, VCM – Statewide Strategic Sourcing Manager, DGS/DPS

We as purchasing professionals know what we mean when preparing our Request for Proposals, but does the vendor community interpret and understand our expectations? Join us in a lively activity that will give you a view from the vendor perspective. We will explore the barriers vendors often face when participating in a public procurement process and discuss what we can do to minimize these obstacles and promote inclusive competition. (*Seating is limited due to the nature of the activity.*)

M11- eMall Updates

Gail Kemper, VCA – eMall and Quick Quote Manager, DGS/DPS

Get a firsthand look at the new functionality that came into the eMall in 2017. New features will be demonstrated that can help buyers process their work more efficiently. We also want to hear what

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works well for you in the eMail. Do you have tips & tricks you can share with others? All ideas are welcome.

M12- Think Outside the Box

Sharita L. Bryant, CPPB, VCM, VCO, VCA – Statewide Strategic Sourcing Officer, DGS/DPS

Monique D. Curley, VCO, VCA – Statewide Strategic Sourcing Officer, DGS/DPS

In this fun-filled and interactive session, we will discuss and explore various sourcing tools and methods of procurement HOLLYWOOD SQUARES style! This session will validate that there is more to procurement than the Xs and Os!

M13– Stop Talking, Start Communicating

Dena Potter – Director of Communications, DGS

Stop talking, emailing, and presenting and start communicating. Learn how to drive home your message and tips for communicating effectively in any setting.

M14- VDC Monopoly

Andy Repak, CPA, CMA, CFM, VCM, VCO – Director, Virginia Distribution Center, DGS

Come see us and let us MONOPOLIZE some of your time as you learn about the Virginia Distribution Center and how it can help your agency.

M15- Learning by Doing: Experiential Methods of Learning to Advance Procurement Excellence

Thomas J. Kull; Ph.D., MBA – Associate Professor of Supply Chain Management, Arizona State University, W.P. Carey School of Business & Thunderbird School of Global Management

Experiential methods that simulate key features of the procurement process are gaining acceptance as a preferred educational approach. Join Dr. Kull and learn how to manage stakeholders through a game of cards supply chain simulation and how to decide between two catering service suppliers in a difficult setting by using a decision support tool. What a shocker, learning about procurement can be fun!

M16- Leveraging Job Order Contracting for Your Public Body

Mike Coppa, RA – Director, Bureau of Capital Outlay Management, DGS

Joe Damico, Deputy Director, Department of General Services

Mike Gray – Cost Reviewer/Analyst, Bureau of Capital Outlay Management, DGS

The Code of Virginia defines Job Order Contracting (JOC) as a method of procuring construction by establishing a book of unit prices and then obtaining a contractor to perform work as needed using the prices, quantities, and specifications in the book as the basis of its pricing. The contractor may be selected through either competitive sealing bidding or competitive negotiation depending on the needs of the public body procuring the construction services. Learn the procedures the DGS Bureau of Capital Outlay Management has established for JOC, how to access and use the Prequalified Vendor list and discover tips for leveraging JOC to benefit your organization.

M17- Keepin' it Real Since 1980

Barb Layman, CPPO, CPPB, VCM, VCO – Deputy Director, Policy, Consulting and Review Bureau, DGS/DPS

Jessica Hendrickson, CPPB, VCM, VCO, VCCO - Procurement Management Account Executive, DGS/DPS

Do you like getting a good deal? I mean, a really good deal? How about a deal so good, it does not

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require competition, saving you money and time right off the bat?! What about a deal so good, it not only saves you money and time but also helps adults with disabilities right in your own community? Join us for a learning experience about Employment Service Organizations and get the ins and outs of doing business with these community-based rehabilitation service providers.

M18- Let's Build a Building

Mike Coppa, RA – Director Bureau of Capital Outlay Management, DGS

Joe Damico – Deputy Director, Department of General Services

Mike Gray – Cost Reviewer/Analyst, Bureau of Capital Outlay Management, DGS

The General Assembly made significant changes to the Code of Virginia related to Construction Management and Design-Build procurement and reporting which became effective July 1, 2017. This session will address the new requirements for state agencies and covered institutions and the reporting requirements for all public bodies.

M19– Change Is in the Air with Surplus

Floyd Coburn II – Director, Office of Surplus Property Management, DGS

Kim Hayes – Marketing Manager, Office of Surplus Property Management, DGS

Join us to learn about the changes in technology that the Office of Surplus Property Management has implemented to better serve its customers. We also will explain the process and requirements for agencies/localities to surplus their property.

M20- The Stakeholder Dating Game: Building and Managing Relationships

Dell Forehand, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Ron King, CPPO, CPPB, VCM, VCO – Statewide Strategic Sourcing Manager, DGS/DPS

Precious Walters, MBA, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

This session will be a highly participatory, energetic discussion of creating, maintaining, and nurturing stakeholder relationships. We will cover issues such as: defining who our stakeholders are, stakeholders' importance to procurement and to supply chain management, and their influence in the process.

M21- Love it or List it!

Dan Hinderliter, VCM – Director of Procurement and Administrative Services, Department of Behavioral Health and Developmental Services

Scott Magazine, VCM – Deputy Director of Procurement and Administrative Services, Department of Behavioral Health and Developmental Services

This session is structured as a primer on how to fix a large complex procurement office with multiple challenges. The presenters will discuss how things can go wrong, and how to incorporate change management and best practices to evolve toward compliance.

M22- APSPM

Jessica Hendrickson, CPPB, VCM, VCO, VCCO – Procurement Management Account Executive, DGS/DPS

Kelly J. Langley, CPPO, CPPB, VCM, VCO – Procurement Management Account Executive, DGS/DPS

Full house? Flush? Come try your hand while we go through the APSPM and the changes resulting from PIM 34. In this session, we will discuss PIM 34 and how and why changes to the APSPM occur.

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M23– Effective Contract Development

John Westrick – Senior Assistant Attorney General, Office of the Attorney General

When parties find themselves in a contract dispute, we'd like to think that the dispute centers on factors other than the way the clauses were drafted. But in reality, weaknesses in the contract itself often play a starring role. Join this fun and interactive workshop to practice your contract development skills and more easily recognize and avoid common problems!

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Tuesday, November 14

T01- eVa User Group – You're in Control

Lisa Kirby, VCA – Deputy Director, eProcurement Bureau, DGS/DPS

Kim Madison, VCA – Marketing & Outreach Manager, DGS/DPS

Network, learn, and share best practices! Join the eVA Team and other eVA users in a session dedicated to hearing from YOU. Ask questions, provide feedback, and have your voice heard in the progression of eVA and eProcurement in Virginia.

T02- The Good, the Bad and the Ugly of Procuring Services

Jacob Kashiwagi – Assistant Research Professor, Arizona State University

Procurement professionals have seen it all: from written specifications missing key components; to the internal stakeholder not knowing what they need; to incapable vendors. This session will introduce a revolutionizing procurement model that utilizes expertise to define the scope instead of the traditional creation of specifications, and the use of performance metrics not only to select the expert vendor but to track milestone activities throughout the contract. Learn how to procure more services in less time with fewer resources, yet increase vendor accountability, create transparency, and result in higher customer satisfaction.

T03- Determination of Responsibility - How Do You Determine it?

Norma J. Hall, FNIGP, CPPO, CPPB, C.P.M. – Director of Procurement, S. Carolina Dept. of Transportation

Determination of Responsibility must be done in order to ensure a contractor/vendor has the ability to perform the work as specified in the solicitation. There are certain critical elements that should be checked, not just past performance. We will discuss elements necessary to be checked and see how the procurement professional can make the determination without outside assistance. The procurement professional is responsible for making the determination and documenting the contract file; this session will show you how.

T04- Mandatory Sources

Paris Ashton – Director, Office of Graphic Communications, DGS

Mike Bisogno, CAFM – Director, Office of Fleet Management Services, DGS

Floyd Coburn II – Director, Office of Surplus Property Management, DGS

Sandra Gill, CPPO, VCM – Interim Director, Division of Purchases and Supply, DGS

Matt Koch – DBVI Deputy Commissioner of Enterprises, General Manager, VA Industries for the Blind

Jimmy MacKenzie, CPPB, VCM, VCO – Strategic Sourcing Consultant, VITA

Andy Repak, CPA, CMA, CFM, VCM, VCO – Director, Virginia Distribution Center, DGS

Malcolm L. Taylor – Chief Executive Officer, Virginia Correctional Enterprises

Join the Council on Mandatory Sources and learn how the goods and services you buy from them meet your needs and positively impact lives.

T05- The Non-Verbal Connections of the Negotiator

Thomas M. Rapone – Certified Mediator, bc&j solutions, LLC

Explore rules for reading non-verbal cues and what type of non-verbal messages relate to the

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negotiation process: tension, deceit, agreement, power, etc. Areas of review include hand gestures, facial expressions, posture, how the negotiator uses space, and para-language. Discover why women negotiators gather more non-verbal cues than their male counterparts. There will be a brief practical application portion to allow the participants to identify non-verbal cues from photographs of actual negotiators. The session will close with a discussion and question & answer time.

To6- Conversations with eVA Business

Bryan Chamberlain, VCA – Billing and Collections Manager, DPS/DGS

Jan Giffin, CPPO, CPPB, VCM, VCO – eVA Business Manager, DPS/DGS

Kylie Robbins, PMP, VCO, VCA – Deputy eVA Business Manager, DPS/DGS

Attend this session to interact with colleagues and learn more about eVA, the statewide eProcurement system. Gain a better understanding of the eVA business plan, fees, and the billing and collections process. Bring your questions to find the answers to the administrative process that goes on behind the scenes.

To7- Leveraging Communication and Training to Evolve Your Card Program

Kristen Bolden MBA, CPCP – Lead Financial Management Analyst, Department of Accounts

Jamie Spears – Financial Management Analyst, Department of Accounts

Maureen Sudbay – Senior Card Account Manager, Bank of America Merrill Lynch

This session will provide an overview of the Commonwealth of Virginia's card program. We will explore best practices on how the use of communication techniques can help you evolve your card program. We will look at how you communicate with all who are involved in the process: cardholders, approvers, the Department of Accounts, and Bank of America. We also will review best practices for training cardholders, approvers, and program administrators.

To8- eVA Wall

Shane Caudill, PMP, VCA – Director, eProcurement Bureau, DPS/DGS

Fun. Interactive. Informational. From beginner to expert, learn more about eVA through this challenging and exciting question and answer game with a twist.

To9- National Cooperatives: Stretching the Perspectives

Richard Pennington – General Counsel, NASPO ValuePoint

Voight Shealy – Education and Outreach Director, NASPO Value Point

Pete Stamps, CPPO, VCM – Statewide Strategic Sourcing Manager, DGS/DPS

When moving cooperative procurement beyond the Commonwealth to a national cooperative, what are the challenges? Hear from three seasoned procurement professionals about the special issues involved in conducting a national cooperative procurement. The Commonwealth, other states, and each local and political subdivision, all have unique interests when deciding to use national cooperatives. The legal environment varies, making lead states' and their sourcing teams' work more challenging. This interactive session will also explore the attendees' perspective on using these cooperatives. Join us in expanding your perspective a little!

T10- The Future of Fleet

Michael Bisogno, CAFM – Director, Office of Fleet Management Services, DGS

The automotive industry is rapidly changing with the introduction of connected cars, self-driving and

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crash avoidance technology. All this new technology raises important cyber-security and policy concerns. Come hear how these new technologies will be affecting the world of fleet. This session also will discuss what is new and changing with the Office of Fleet Management Services.

T11- Reporting and Auditing: Can it Really Help You Detect Card Misuse and Fraud?

Kristen Bolden MBA, CPCP – Lead Financial Management Analyst, Department of Accounts

Jamie Spears – Financial Management Analyst, Department of Accounts

Maureen Sudbay – Senior Card Account Manager, Bank of America Merrill Lynch

This session will explore the use of reports and audits to detect card misuse and fraud on your program. We will look at some real-life examples of card misuse and tips to detect it. We also will review what is going on in the fraud world.

T12- Advanced Sourcing and Contract Management

Tracy C. Robinson, VCA – Sourcing & Contracting Support Manager, DGS/DPS

Did you hear? eVA is retiring VBO Buyer! And are you tired of having two eVA logins to publicly post all of your required procurements? Come take a tour of Sourcing & Contracting and find out the latest enhancements and efficiencies now meeting all of your public posing needs -- from future procurements to emergency awards!

T13- Key to Relationship Success? Orange Juice and Marmalade

Jon Hansen – Editor and On-Air Talk Radio Host, Procurement Insights, PISocial Media Network

Transparency, communication, and collaboration are all critical to relationship success. Before you can truly communicate and collaborate openly, each stakeholder has to know both theirs as well as their partners' objectives from a single relationship. This means that all have to seek to understand the other beyond their visible positions. What are visible positions? Visible positions are reflective of our wants. However, it is our interest beyond the wants that usually remain hidden and can, therefore, be an obstacle to true communication and collaboration. In this session, you will be provided with the tools to take your relationships to a whole new level of understanding and effectiveness.

T14- Creating Connections Together through Real Estate Services

Holly Law Eve – Director, Division of Real Estate Services, DGS

The DGS Division of Real Estate Services makes it easier for government to do business and Virginians to do business with government. How? By providing a full range of real estate services to state agencies to best meet their needs while avoiding unnecessary costs through their real estate expertise, cooperative procurement contracts (also available to localities) and consolidated data tracking through their software system, COVA Trax. DRES will update attendees on the expansion of COVA Trax to include the Space Management, Fixed Assets and Sustainability modules, as well as it serving as a supportive resource for Maintenance Repair budgeting as required by the Bureau of Capital Outlay Management.

T15- Town Hall with the Secretaries

The Honorable Richard D. (Ric) Brown – Secretary of Finance, Office of the Governor

The Honorable Nancy Rodrigues – Secretary of Administration, Office of the Governor

Join us for a town hall style session with senior government leaders discussing the critical intersection of finance and procurement. This is a terrific opportunity to learn how collaboration

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works to help Virginia government leaders bridge language and other differences between finance and procurement that could otherwise get in the way of achieving shared objectives. Bring your questions and leave with valuable concepts that could help start or enhance conversations between finance and procurement in your organization.

T16- Practicing the Art of the Question

Richard Pennington – General Counsel, NASPO ValuePoint

Richard Pennington spent three years studying and writing about effective teams. Among the disciplines that made them and their leaders successful was their using questions effectively. Like the purpose of team, the effective use of questions was a thread weaving its way through the stories. From continuous improvement to team dynamics, systems thinking to change management, project management to decision-making, good questions are key to learning and a common theme. Join us in this interactive session to explore how to be a more effective team member and lateral leader by practicing the art of the question.

T17- Stop Talking, Start Communicating

Dena Potter – Director of Communications, DGS

Stop talking, emailing, and presenting and start communicating. Learn how to drive home your message and tips for communicating effectively in any setting.

T18- Common Questions Received by eVA Customer Care

Teresa Evans, VCA – eVA Customer Care Lead Specialist, DGS/DPS

Hamilton Bryan – Strategic Data Analyst, DGS/DPS

Ghania Matias, VCA – eVA Customer Care Manager, DGS/DPS

Want to know what questions vendors are asking about your bidding opportunities or orders? Are you curious about what other buyers have questions about in eVA? Come to this session and learn who is calling eVA Customer Care and why. We will give you an overview of Customer Care and our operations, review customer care call statistics, and share the most common issues receive from vendors and buyers. This information may help you resolve some of your own eVA questions.

T19- eVA Integration and Interface Overview

Marion Lancaster, PMP – eVA Technical Project Manager, DGS/ISS

Joel Padow – eVA Technical Project Manager, DGS/ISS

During this session, we will provide an overview of the eVA Integration and Interface process. We will explain how eVA exchanges data via real time integration or batch interface, what it takes to set up, the process flow of data, and the benefits of using this eVA feature. We also will discuss issues concerning eVA integration and interface: what options are available for temporally disabling or bypassing it, usage of Signer Rules when disabled, and we will share troubleshooting tips, and system requirements.

T20- Procurement Value Proposition

Robert Handfield, Ph.D. – Bank of America University Distinguished Professor of Supply Chain Management, North Carolina State University

As procurement seeks to create value for its stakeholders, executives need to realize that value is very much in the eyes of the beholder. To be able to truly engage with stakeholders, procurement must be able to adopt many different "faces" that represent different forms of value

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and insight. These include capabilities related to financial acumen, trusted advisor, relationship broker, supplier coach, intelligence analysis, risk mitigation, sustainable steward, and legal expert. In this session, we will illustrate these elements, based on Dr. Handfield's book "The Procurement Value Proposition" and a recent study involving interviews with 25 Chief Procurement Officers

T21- How Buyers Help Virginians Who Are Blind

Matt Koch – DBVI Deputy Commissioner of Enterprises, General Manager, Virginia Industries for the Visually Impaired

Luis Lebron – Director of Services, Virginia Industries for the Visually Impaired

Van McPherson – Manager of Products, Virginia Industries for the Visually Impaired

Richmond Duncan Munro – Director of Brand, Virginia Industries for the Visually Impaired

Ron Reck – Director of Shared Operations, Virginia Industries for the Visually Impaired

Pat Thomas – Manager of Products, Virginia Industries for the Visually Impaired, Charlottesville

Xavier Trimiew – Director of Business Enterprise Program, Virginia Industries for the Visually Impaired

There are two separate and independent programs offered to help Virginians who are visually impaired find meaningful jobs and build solid careers. Buyers across the Commonwealth can have a significant impact on the lives of these residents by buying products and services from the Virginia Industries for the Visually Impaired as a mandatory source and the Business Enterprise Program (BEP) as a priority for food vending and other business ventures.

T22- Small Purchases: Shaken with a Twist of PIM

Dennis Blackwell, CPPB, VCO – Procurement Management Account Executive, DGS/DPS

Maureen Daniels, CPPO, VCO – Procurement Management Account Executive, DGS/DPS

Taste the flavor of small purchases. Find out what is still in place, what has changed, and how the PIM impacts small purchase procedures.

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W01- eVA Update

Shane Caudill, PMP, VCA – Director, eProcurement Bureau, DPS/DGS

Come join us for a review of the evolution of eVA over the past year and get a preview of the exciting new things that are coming to eVA in the very near future.

W02- Think Outside the Box

Sharita L. Bryant, CPPB, VCM, VCO, VCA – Statewide Strategic Sourcing Officer, DGS/DPS

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In this fun-filled and interactive session, we will discuss and explore various sourcing tools and methods of procurement HOLLYWOOD SQUARES style! This session will validate that there is more to procurement than the Xs and Os!

W03- Cooperating with Cooperative Contracts

Shawnda Brown, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Lawrence Shaw MPA, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Pete Stamps, CPPO, VCM – Statewide Strategic Sourcing Manager, DGS/DPS

Join us in a lively discussion as we explore cooperative contracts. We will discuss the positive and negatives of using cooperative contracts, the pitfalls in establishing joint and cooperative contracts, and what we should consider when using cooperative contracts.

W04- Help! We're Being Audited!

Sandra Gill, CPPO, VCM – Interim Director, Division of Purchases and Supply, DGS

Eris Jones, CFE, CGAP, CIGA, VCO – Senior Auditor, Office of the State Inspector General

Debrah Stafford, CPA, VCO – Audit Manager, Auditor of Public Accounts

Aaron Wheeler, VCO – Internal Audit Senior, Dept. of Behavioral Health and Developmental Services

This session is structured as a panel discussion of what to expect when you find out your agency is being audited by APA, DGS, OSIG, or your own Internal Audit group. You will learn answers to the most frequently asked questions: Do you rely on each other's work? Why is everyone contacting us at once? Do you all look at the same things? And much more...

W05- The Impact of “Style” on Effective Communication

Terrie L. Glass, LCSW, CSP – Leadership Solutions

In this session, we will learn about communication style and how to improve your effectiveness by reading the styles of others and adapting to those styles. The frustrations, annoyances and challenges we have in communication can often be explained and resolved by understanding style. Come learn this powerful information. No extra charge: this will help you at home as well!

W06- Critical Thinking for Procurement Challenges

Katherine Bosdell, CPPB, VCM, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Betty Lowther, C.P.M., CPPB, VCM, VCCO – Director, Procurement and Support Services, Department of Agriculture and Consumer Services

In this highly interactive session we will use creative problem-solving techniques. Participants will review case studies to brainstorm ideas within their groups to arrive at recommended actions to share with the class. The goal of the session is to provide useful tools that can be utilized to resolve

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procurement challenges.

Wo7 - APSPM

Kelly J. Langley, CPPO, CPPB, VCM, VCO – Procurement Management Account Executive, DGS/DPS
Jessica Hendrickson, CPPB, VCM, VCO, VCCO – Procurement Management Account Executive, DGS/DPS
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Wo8- eMall Updates

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Wo9- Is Your Head in the Clouds?

Sonja Headley – Senior Contract Analyst, Cloud Compliance Lead, VITA

Demetrius Rodgers, CISSP, CCSP, ITIL – Director of Enterprise Services, VITA

This is a learning session on VITA's new policy regarding cloud procurements, required processes, procedures and contractual terms and conditions. The 2017 Appropriation Act (Chapter 836 – Item 435) established funding for both Technology Security Oversight Services and Cloud Based Services Oversight. We will present on why cloud is different than other IT procurements; what delegated authority Commonwealth agencies have for cloud procurements; the required procedures for approval of a vendor's SaaS solution prior to contract award; available ECOS oversight and SCM support services available to help agencies; why there are special contractual terms and conditions required for any cloud procurement; procurement schedule impact; and much more valuable information.

Wo10- Cyber Security in the Social Media Age

Robert Brown – Special Agent, Virginia State Police

Do you know how social media is utilized by cyber criminals? In this session, you will learn emerging threats and trends in cybercrime. The discussion will include an analysis of an actual cyber intrusion case targeting financial sector employees and how it easily could have been prevented. Learn methods for protecting yourself against cybercrime.

Wo11- Advanced Sourcing and Contract Management

Tracy C. Robinson, VCA – Sourcing & Contracting Support Manager, DGS/DPS

Did you hear? eVA is retiring VBO Buyer! And are you tired of having two eVA logins to publicly post all of your required procurements? Come take a tour of Sourcing & Contracting and find out the latest enhancements and efficiencies now meeting all of your public posing needs -- from future procurements to emergency awards!

Wo12- RFP: Through the Supplier's Eyes

Betsy Hayes – Director of Procurement, State of Minnesota

Justin Kaufman – Enterprise Contracts Council, Office of State Procurement, State of Minnesota

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that will give you a view from the vendor perspective. We will explore the barriers vendors often face when participating in a public procurement process and discuss what we can do to minimize these obstacles and promote inclusive competition. (*Seating is limited due to the nature of the activity.*)

W13- Supplier Relationship Management: Best Practices for Contract Administration

Cidna Unger, C.P.M., VCO, VCA – Manager, Supplier Relationship Management, DGS/DPS

Discover best practices to assist your supplier relationship management decision-making process. From the tactical to the strategic, we will be applying Supplier Relationship Management principles to case studies to resolve issues, enhance supplier performance, void terminations and assist in contract administration.

W14 - Leveraging eVA Reports, Data and Transparency

Shane Caudill, PMP, VCA – Director, eProcurement Bureau, DPS/DGS

Barb Layman, CPPO, CPPB, VCM, VCO – Deputy Director, Policy, Consulting and Review Bureau, DGS/DPS

Building off the 2016 Forum session on this topic, come see an update on eVA's progress in delivering innovation to data transparency. Learn how to leverage all of the information that is available to every vendor, buyer, and the public through eVA's Report and Resource Center tools.

W15- VITA Update

Jimmy MacKenzie, CPPB, VCM, VCO – Strategic Sourcing Consultant, VITA

Greg Scarce, CPPB, VCO – Strategic Sourcing Consultant, VITA

This session will provide buyers an overview on current and new VITA contracts. Buyers also will get a refresher course on VITA's contract portal. In addition, there will be a discussion surrounding managed print services and why now is a good time to start looking. We also will engage the audience in a stimulating game of procurement trivia with prizes.

W16- Common Questions Received by eVA Customer Care

Teresa Evans, VCA – eVA Customer Care Lead Specialist, DGS/DPS

Hamilton Bryan – Strategic Data Analyst, DGS/DPS

Ghania Matias, VCA – eVA Customer Care Manager, DGS/DPS

Want to know what questions vendors are asking about your bidding opportunities or orders? Are you curious about what other buyers have questions about in eVA? Come to this session and learn who is calling eVA Customer Care and why. We will give you an overview of Customer Care and our operations, review customer care call statistics, and share the most common issues receive from vendors and buyers. This information may help you resolve your own eVA questions.

W17- Contract Crossword

Brix Driskill, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Matthew Fritzingler, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Tina M. Rodriguez, CPPB, VCO – Statewide Strategic Sourcing Officer, DGS/DPS

Do you know the state contracts? Come test your knowledge on our Contract Crossword Puzzle. This session will highlight underutilized contracts and address common contract usage errors on frequently used contracts through an engaging crossword puzzle format. You'll learn about contract enhancements such as contract summaries and ordering instructions and have an opportunity to suggest ideas for new statewide contracts. What's a three-letter word for this session beginning

2017 Forum Session Descriptions

Subject to Change

with the letter F? FUN!